



Office of the  
County Executive

EXCEPTIONAL SERVICE  
DURING THE COVID-19 PANDEMIC



*"Kites rise  
highest against  
the wind,  
not with it."  
~ Winston  
Churchill*

## HIGH RISERS

JUNE 19, 2020, VOL 8

***"Kites rise highest against the wind, not with it."*** - Winston Churchill

This week we recognize a new group of High Risers who have risen above the challenges brought on by the COVID-19 pandemic: **Melissa Nolin; Scott Faunce; Helen Mu; Janice Mattheson; Stephanie Long; Steve Palmeter; Keith Stickley; Del Spurrier; and the Public Health Emergency Grant Team.**

This week's High Risers are another group of employees who have faced the challenges brought on by the COVID-19 emergency and saw a solution rather than a problem.

These staff members work in different jobs and face different obstacles but their willingness to surpass obstacles to meet our shared purpose of providing the highest level of service is what make them High Risers.



The work of these exceptional workers is valued, appreciated and respected. This week's lineup of High Risers found a way to disinfect vehicles to protect against the COVID-19 virus; stepped forward to support the Silver Spring Ride On bus depot operations when it was significantly impacted with modified operations and schedules; assisted the Department of Environmental Protection to effectively and efficiently transition to a telework and modified frontline environment; and

implemented a grant process to get financial assistance to small businesses that are facing tremendous struggles.

These past months we have recognized more than one hundred County employees. Each day we hear about the highly impressive work of many other employees and continue to be inspired by the thousands of you who are giving your all.

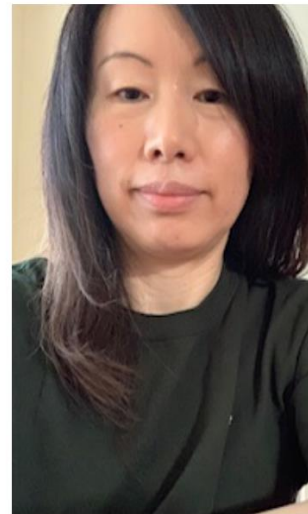
We understand the last few months have been hard and, as we move toward a phased reentry, we appreciate those who have served frontline throughout the COVID-19 response, and those who are facing another transition. This is not easy, but we are in this together, and together we continue to be strong.

Stay safe and be well,

Marc Elrich, County Executive

Andrew Kleine, Chief Administrative Officer

#### **HIGH RISER MELISSA NOLIN, SCOTT FAUNCE AND HELEN MU**



High Risers Melissa Nolin, Scott Faunce and Helen Mu are IT specialists for the Department of Environmental Protection (DEP). They have provided continual technical support to assist the 180 DEP staff members and contractors to smoothly transition to telework environment and a modified frontline environment when necessary.

Prior to the County's COVID-19 emergency response, the IT team worked to ensure staff had the necessary hardware, software and licenses to participate in Teams meetings with both internal teams and external public meetings. The team spent long hours helping staff set up equipment in their home environments and work through numerous technical issues. In addition, the team participates in evening public meetings to ensure they run smoothly.

Scott Faunce is the face of the IT support team. He has traveled between the office located at 255 Rockville Pike, the Shady Grove Transfer Station, and the Dickerson facilities every day since the County's response began. His hard work supporting the DEP staff and contractors ensured they had the necessary tools to effectively perform their jobs. Scott's IT support made it possible for the Transfer Station's front-line employees to do their job effectively.

Helen has provided back-end staff support to assist with computer and cell phone issues. She has helped resolve challenging issues to ensure staff are able to meet effectively on Teams.

Melissa has supported evening public meetings and has spent a significant amount of time helping troubleshoot home-use issues so employees can work effectively from home.

Together, the work of these High Risers exemplifies efficiency and innovation to benefit DEP's transition during the COVID-19 response.

**HIGH RISER JANICE MATTHESON AND STEPHANIE LONG**



High Risers Janice Mattheson and Stephanie Long have exceeded expectations since the beginning of the County's COVID-19 emergency response. These exceptional leaders saw a need for strong leadership and stepped up and moved forward. Stephanie and Janice took on new responsibilities without being asked and did what needed to be done.

Janice and Stephanie are Transit Operation Supervisors who in normal operations supervise around 35 operators. Currently, between the two of them, they are supervising 157 operators. From the beginning, the Silver Spring Ride On bus depot operations were significantly impacted with modified operations and schedules. Janice and Stephanie took the lead on handling their operations and coming up with effective strategies to keep things running smoothly.

Janice and Stephanie's willingness to go beyond their normal job duties to ensure that the transit operations continued efficiently make them invaluable Department of Transportation assets and inspiring leaders.

**HIGH RISER DGS CAR DISINFECTING OPERATION TEAM**



High Risers Steve Palmeter, Del Spurrier and Keith Stickley make up the Department of General Services Car Disinfecting Operation Team. The team was called to action at the beginning of the COVID-19 emergency response to determine an effective process for disinfecting County vehicles during the County's COVID-19 response.

Many employees, such as police officers, use their cars as "offices." To protect employees and community members, the County implemented stringent cleaning and sanitizing procedures. The team reviewed numerous procedures to determine the one that was most effective and efficient. Ultimately, they developed and implemented a new deep clean disinfectant process for the administration (including healthcare workers) and public safety fleet.

At first, the team established operations in the former 1st District Station parking lot. Currently, the team adjusts locations and operating hours to better serve the needs of front facing departments.

The team has developed a mobile function to provide service when there is an immediate need for decontamination services.

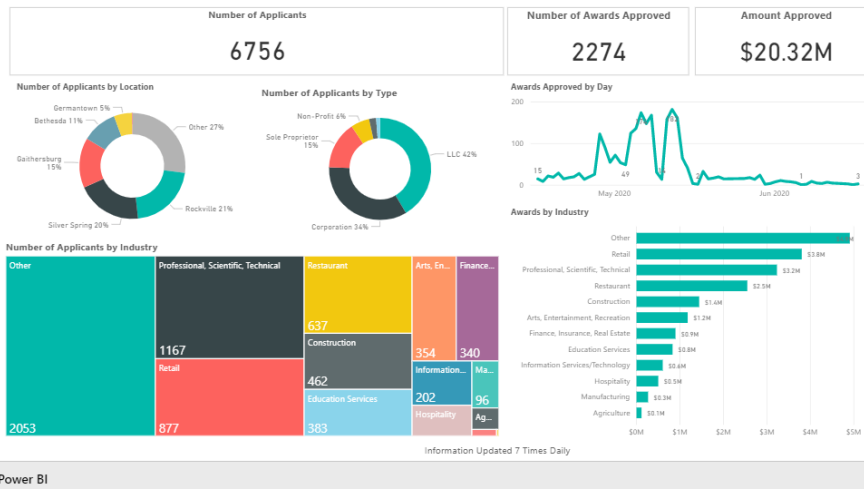
Through collaboration and determination to keep everyone safe, this team of High Risers have processed more than 1500 vehicles through the new disinfectant process.

**HIGH RISER PUBLIC HEALTH EMERGENCY GRANT TEAM**



### Public Health Emergency Grant (PHEG) Dashboard

This information summarizes the characteristics of the applicants who have applied for the The Montgomery County Public Health Emergency Grant (PHEG) Program and how grant dollars are awarded.



The Public Health Emergency Grant (PHEG) Team is made up of more than 80 County employees who came together in very short order to quickly provide PHEG grants to the small businesses that need them most.

This new program began in late March with staff creating an on-line application system and process. The PHEG Team has reviewed nearly 6,800 applications for aid since the beginning of the program, and it has approved more than \$20 million in grants to nearly 2,300 small businesses and nonprofits.

Many PHEG team members have worked seven days a week since the inception of the program, to ensure that businesses get the assistance they need.

The Department of Finance leads the team of employees from multiple departments including the departments of Technology Services, Health and Human Services, Libraries, General Services, Correction & Rehabilitation, Board of Elections, Alcohol Beverage Services, Environmental Protection, Community Use of Public Facilities, and the offices of the County Executive, Emergency Management and Homeland Security, Management and Budget, and Procurement.

The Montgomery County Public Health Emergency Grant program is designed to provide financial assistance to Montgomery County for-profit businesses (including sole proprietorships and independent contractors) and nonprofit organizations that have experienced significant financial loss caused directly or indirectly by the public health emergency.

